

U.S. MISSION, PAKISTAN - EMBASSY ISLAMABAD

VACANCY ANNOUNCEMENT NUMBER: 11-115

OPEN TO:	All Interested Candidates	OPENING DATE:	July 18, 2011
POSITION:	Telephone Operator , FSN-4; FP-AA*	CLOSING DATE:	July 31, 2011
POSITION No:	I-55488		
WORK HOURS:	Full-time; 40 hours/week (nights, weekends and holidays on a rotational basis)		
SALARY:	*Not-Ordinarily Resident: US\$24,518 p.a. (Starting salary) (Position Grade: FP-AA to be confirmed by Washington) *Ordinarily Resident: Rs.439,478 p.a. (Starting salary) (Position Grade: FSN-4)		

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Islamabad is seeking an individual for the position of Telephone Operator in the Information Management Office.

BASIC FUNCTION OF POSITION:

Incumbent is responsible for providing telephone services to the entire mission. Operates the Chancery's central telephone switchboard. Answers all incoming phone calls promptly, and routes them to the applicable office. Places long distance telephone calls for the entire mission personnel and VIP delegations and maintains a log of such calls for accounting purposes. Incumbent will work in shifts 24/7; perform other related duties as assigned by the supervisor.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

REQUIRED QUALIFICATIONS:

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- 1. EDUCATION:** Completion of ten years of education is required.
- 2. EXPERIENCE:** Two years of telephone operator experience is required.
- 3. LANGUAGE:** Level III (Good Working Knowledge) Reading/Writing/Speaking English and Level IV (fluent) Reading/Writing/Speaking Urdu is required. This may be tested.
- 4. KNOWLEDGE:** Incumbent should have a thorough understanding of offices and the switchboard operations. Must have the knowledge of local telephone company (PTCL) and regulations regarding its telephone services offered. Thorough understanding of country dialing sequences, country code, area codes and access code for cell phone companies is required.
- 5. SKILLS & ABILITIES:** Must have basic knowledge of computer applications to include word processing applications, spreadsheet applications and database applications, in order to generate schedules and reports with good typing speed. This may be tested.

SELECTION PROCESS:

When equally qualified, U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Applicants for the position must meet the **required** qualifications as advertised in the vacancy announcement. Trainee level(s) may be established below the full performance grade level listed if not fully qualified.
5. Current employees who have voluntarily reassigned/promoted from one position to another are not eligible to apply for **six months** from the effective date of the reassignment/promotion.
6. Current employees who have received any job-related training are not eligible to apply in another section/agency for **six months** from the effective date of the training.
7. Candidates need to indicate on the Application for Employment if any family member is working in the U.S. Mission, Pakistan and, if so, in which section.
8. U. S. Mission Pakistan will not bear any travel expenses for testing, interviews, pre-employments clearances (if selected) or relocating for joining.

TO APPLY:

Interested applicants must submit their duly completed [DS-174](#) (Application for Employment as LE Staff).

Application should be forwarded on the following mailing address. Applicants should clearly mark the position title or/and vacancy announcement number they are applying for on the envelop.

Applications can also be submitted by email at HROIslamabad@state.gov. While submitting through email, the Vacancy Announcement Number (e.g. 11-15) must be mentioned in the subject line.

SUBMIT COMPLETED DS-174 TO:

**Human Resources Office, U.S. Embassy Islamabad
P.O. Box 1048, GPO, Islamabad.**

Please don't attach any document with your application. Incomplete and submissions after closing date will not be considered. Only short listed candidates will be contacted for their test/interview. To see all advertised positions, please visit Embassy website http://islamabad.usembassy.gov/employment_opportunities.html.

DEFINITIONS:

1. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has the required work and/or residency permit for employment in country.
2. Not-Ordinarily Resident (NOR): Typically NORs are U.S. citizen EFM's (Eligible Family Members) and family members of United States Government personnel who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: July 31, 2011

U. S. Mission, Pakistan is an equal opportunity employer. All applicants will receive consideration without regard to race, color, religion, gender, national origin, disability, age, sexual orientation, social status, or political ideologies/affiliation.